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EXECUTIVE SUMMARY

INTRODUCTION

PUBLIC INVOLVEMENT

The Five County Association of Governments Staff utilized a variety of methods to obtain input from human service and transportation providers, and the public, including people with disabilities, seniors, and people with low income. These methods included surveys, interviews, focus group discussions, a workshop, and a transportation expo discussion. These approaches were valuable to determine the current state of coordination, assess the transportation needs throughout the region and explore possible solutions to meet these needs. Throughout the process, The Coordinated Human Service Transportation Planning (CHSTP) Committee provided feedback to inform the plan at Bi-monthly Committee meetings, regarding the content of the plan, including the prioritization of strategies. A summary of methods and findings that was obtained from each public involvement activity is discussed below.

COORDINATED PLAN WORKSHOP

To better understand transportation needs in the region and formulate actionable strategies to meet these needs, Five County AOG Staff facilitated a Coordinated Plan Workshop, involving several members of the CHSTP Committee, and several other community representatives. The workshop was held during the regular Coordinate Human Service Transportation Planning Committee meeting. A complete list of attendees is included below:

ATTENDEE

Tamara Nay
Susan Johnson
Sherri Dial
Neal Smith
Ryan Marshall
Carrie Schonlaw
Pam McMullin
Christine Holiday
Greg Bartholemew
Dennis Broad
Todd Edwards
Jeff Turek
Teresa Banks
Stephen Lisonbee
Terry Hawks
Toni Foran
Jae Maxfield
Tyler Goddard
Michele Lefebvre
Kenny Nyberg
Greg Bartholemew
Cory Reese
Milo Waddoups
Cindy Anderson
Levi Roberts
Dave Demas

REPRESENTING

Cedar Area Transportation Services
TURN Community Services
Community Action Program Director
Southwest Center for Behavioral Health
SunTran Transit Manager
Five County AOG Human Services Director
Beaver County Council on Aging
Washington County Council on Aging
Dixie Applied Technology College
Department of Workforce Services
Washington County Public Works
Washington City Council
Division of Workforce Services
Division of Workforce Services
ARC of Washington County
Hurricane City
Dixie Care and Share
Paiute Tribe
Paiute Tribe
Danville Services
Dixie Applied Technology Center
Dixie Dialysis Center
Office for Blind & Visually Impaired
Washington County Sheriff's Department
FCAOG Mobility Manager
FCAOG Transportation Planner

The mobility manager presented to the group some background information about Coordinated Human Service Transportation Planning in the region and findings from previous public outreach activities. This included information about available services and capital, coordination activities, and identified transportation needs. These needs included:

1. Increased Awareness about transportation services
2. More predictable hours, schedules and eligibility for transportation services

3. Coordinated Information of available transportation resources
4. Expansion of current public transportation services to adjacent areas
5. More connections from isolated communities to larger cities
6. Opportunities to pool resources

In addition to these needs workshop participants identified the need for:

- Workforce transportation services
- More affordable transportation services
- Transportation access to affordable housing
- Transportation to the purgatory area, particularly for citizens on parole.

Staff then introduced some of the transportation strategies identified in previous plans, and currently being implemented to meet these transportation needs and invited workshop participants to provide feedback about possible strategies to pursue to better meet the transportation needs of the target population. In the discussion, strategies were generally to address two transportation needs:

1. Improved Information dissemination about available services
2. Expanded and coordinated transportation services.

Strategies to *improve information dissemination about available resources* included:

- Utilizing 211 to disseminate information about available resources
- Creating an informational pamphlet or booklet outlining available transportation resources.
- Online tools and resources which coordinate transportation services.

One participant suggested the need to approach this strategy comprehensively, possibly formulating a workgroup to address community information dissemination. Participants also discussed the possibility of creating a central dispatch program, which was identified during previous planning processes.

Many of the strategies to *expand and coordinate transportation services* involved building support public officials to obtain funding. Specific strategies included:

- Initiating pilot projects for bus routes to demonstrate the need for these services.
- Quantifying the return on investment for public transportation services and communicating this information to public officials.

In addition to building support from public officials, attendees expressed the need to enlist the business community. A few participants noted that the problem with expanding transportation for the target population is that they have very limited resources and political power. Convincing those with the resources about the benefit of these services is essential to implement them.

CEDAR AREA TRANSPORTATION ADVISORY BOARD MEETING

The Coordinated Plan Workshop involved several stakeholders in the Five County Region, with the majority based and focused on the St George Region. The Cedar City Area includes transportation resources and needs that are particular to the area. During a Cedar Area Transportation Board Meeting, staff solicited feedback regarding transportation needs and strategies in the Cedar City Area. Attendees of the meeting included:

ATTENDEE

Tamara Nay
Susan Johnson
Ron Adams
Brody Johnson
Joy Jankowiak
Connie Lloyd

REPRESENTING

Cedar Area Transportation Services
TURN Community Services
Cedar City Council
Oasis House
Iron County Care and Share
Iron County Council on Aging

The Summary of feedback to inform the plan included:

- Expanded bus service is needed to Enoch and other surrounding communities
- In the past, CATS has had to deny a lot of rides for para-transit services. Some have become discouraged, no longer relying on the service. Therefore, expanded para-transit services are needed.
- One of the largest barriers to providing rides is a lack of awareness about available services. The group was supportive about 211 efforts to coordinate transportation services and also suggested utilizing service providers and locals to get the word out about available transportation services.
- Many in the group felt that transportation vouchers would be useful to those living in outlying communities.
- TURN Community Services and Iron County Council on Aging are very open to allowing the general public to utilize their respective transportation services when there is sufficient space on vehicles.
- The gain widespread community support for specialized transportation, we should involve local elected officials throughout the process.

TRANSPORTATION PROVIDER INTERVIEWS

To better understand the provision of services, staff conducted interviews with transportation service providers in the region in which surveys were distributed and discussed. This included county sr. centers, public transportation providers, and non-profit community service organizations. The focus of the interviews was to get an understanding about the type of services that are offered by each provider. During the interviews, staff also asked questions related to needs, aspirations, and interest for coordination. Their responses are summarized below:

- Although TURN and Washington County School District has overcome insurance barriers and are working on an agreement to share rides, at this point there is no formal ride share agreements across agencies
- There is some vehicle sharing, usually within a jurisdiction. For example, the County uses Sr. Center vehicles for events.
- The extent of coordination between providers is generally referral and/or information sharing only
- If the need arises, many agencies are open to vehicle sharing. Some are open to ride sharing, but there are issues related to logistics, liability, privacy, etc.
- Both TURN and Danville Community Services incur significant transportation costs and are interested in expanded public transportation services and travel training to lower costs and give added independence to clients
- Washington County Sr. Center is concerned about the increase in non-Sr. ADA clients, which seem to be continually growing. Either the origin or destination of most of their trips occurs outside of Suntran's service area, so even those that are eligible for para-transit services cannot use the service.
- Although vehicles are available, operations are often limited by hours and days/week. This is especially evident in rural counties and is a problem to many individuals, since they are often the only community transportation provider in the area.

List of interviewees

Pam McMillin: Beaver County COA Coordinator

Connie Lloyd: Iron County COA Coordinator

Fayann Christiansen: Kane County COA Coordinator

Christine Holliday: Washington County COA Coordinator

Neal Smith: SW Center for Behavioral Health

Susan Johnson: TURN Director of Operations

Rodney Ross: Danville Services

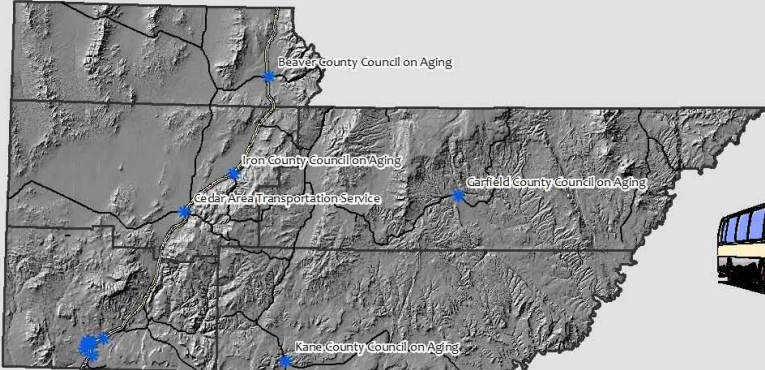
Dora Galvin: Garfield County Senior Citizen Center Director

DIXIE REGIONAL TRANSPORTATION EXPO

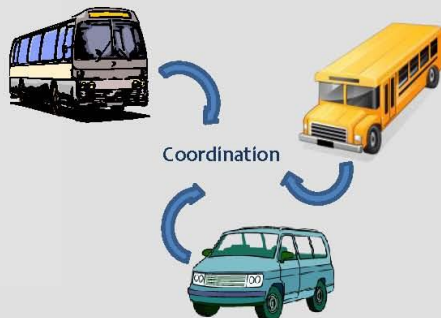
The Dixie Regional Transportation Expo was held on February 5, 2013. The event included displays by over a dozen transportation agencies and projects. 452 people attended the all-day

Coordinated Human Service Transportation

Coordinated Human Service Transportation Partners



Coordinated Human Service Transportation is about bringing transportation and human service providers together to better delivery services and information to the public. Several members of the public, including people with disabilities, the elderly, and people with limited income rely on these transportation services for their independence and livelihood. Through coordination, transportation service providers hope to improve the delivery of these transportation services. Transportation service providers include the local bus system (SunTran), the Council on Aging, the School District, TURN community services and several other organizations. The map to the left displays the locations of some of the transportation partners involved in this process. Since 2007, these partners have been working together to develop a more coordinated transportation system for our region.



St George Area Partners

Washington County Council on Aging	Washington County School District	Department of Workforce Services
SunTran	Washington County Public Works	Dixie Applied Technology Center
Red Rock Center for Independence	Southwest Behavioral Health Center	Southwest Behavioral Health Center
TURN Community Services	Washington City	Five County Association of Governments

Sharing Rides

Washington County School District is currently working with TURN Community services to co-mingle trips for individuals with disabilities throughout the St George Region. TURN and the School District noticed that several of these clients were travelling in the same direction and the same time and have worked to overcome insurance barriers to use each other's resources for more efficient transportation delivery.

Improving Bus Facilities

SunTran works closely with local Boy Scouts to build benches at local bus stops. As an "Eagle Project" boy scouts raise funds, obtain agreement from local businesses, and build the benches in locations with the highest demand.

Sharing Information

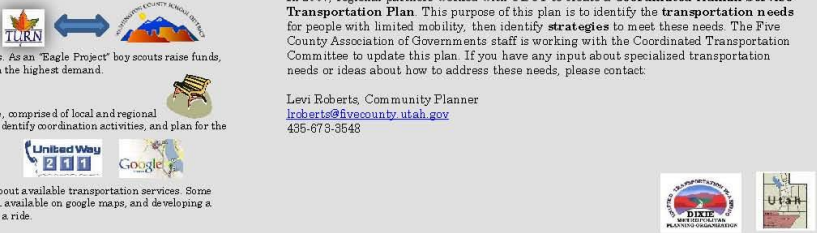
The Coordinated Human Service Transportation Planning (CHSTP) Committee, comprised of local and regional transportation and human service providers, meets bi-monthly to share ideas, identify coordination activities, and plan for the future.

Education and Outreach

The CHSTP Committee is brainstorming ways to better delivery information about available transportation services. Some activities include utilizing 211 services, online resources, making Suntran data available on google maps, and developing a central dispatch program, in which people can call into one location to schedule a ride.

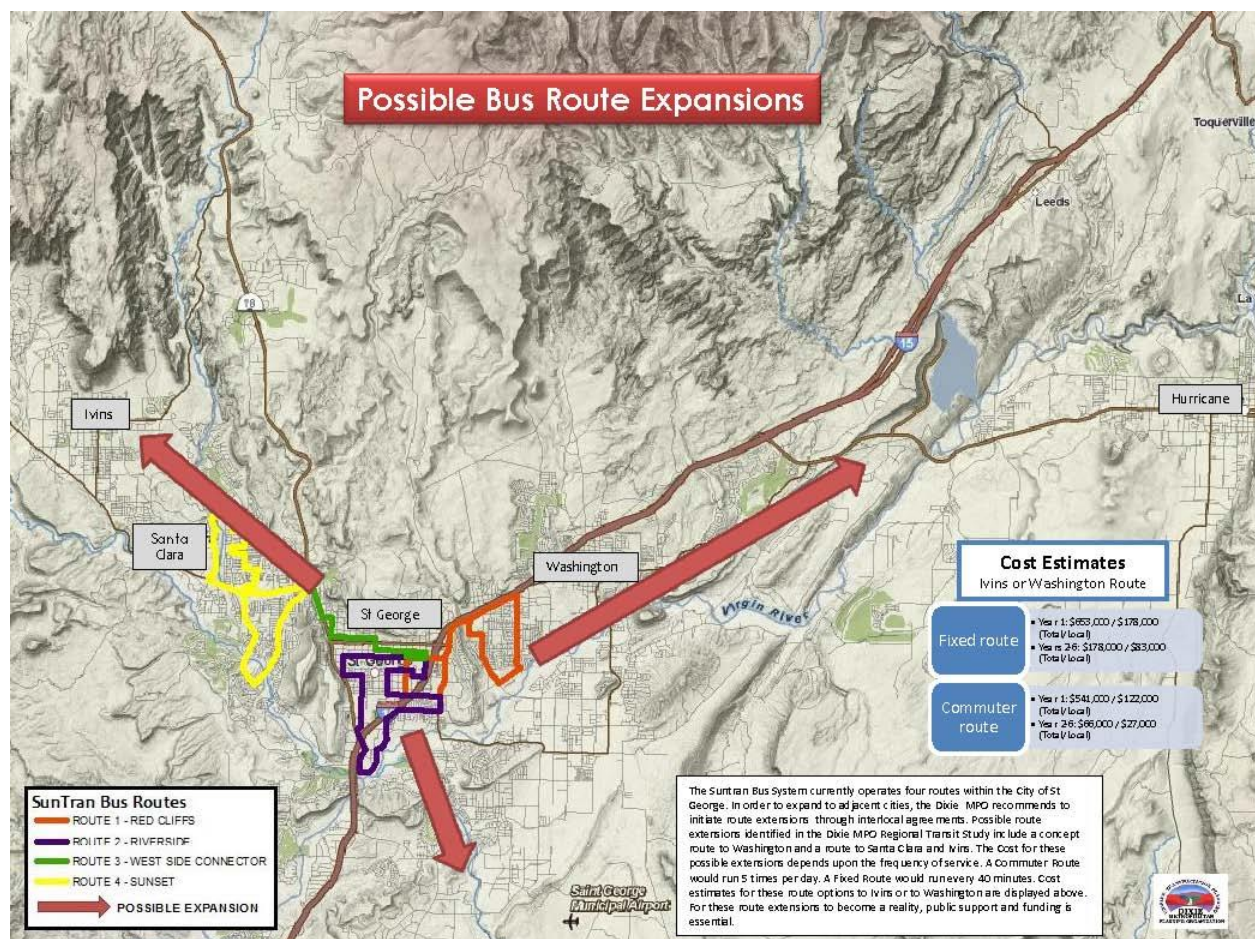
In 2007, regional partners worked with UDOT to create a **Coordinated Human Service Transportation Plan**. This purpose of this plan is to identify the **transportation needs** for people with limited mobility, then identify **strategies** to meet these needs. The Five County Association of Governments staff is working with the Coordinated Transportation Committee to update this plan. If you have any input about specialized transportation needs or ideas about how to address these needs, please contact:

Levi Roberts, Community Planner
lroberts@fivecounty.utah.gov
435-673-3548



event. The Five County Association of Governments Staff provided information at the event about Coordinated Human Service Transportation and discussed public transportation needs with the community. Staff displayed one graphic which gave an overview about Coordinated Transportation, including the activities that the CHSTP Committee is currently pursuing, and a map about possible extensions that were identified in the 2012 Dixie MPO Regional Transit Study (see below). Throughout the event, staff conversed with participants about coordination efforts and possible bus route expansions, encouraging participants to leave comments. Notable comments received from the Expo, include:

- A need to expand bus routes south to Bloomington, Bloomington Hills, and Sun River. One participant noted that the high senior population creates a special transportation need in these areas.
- Public transportation to access jobs is particularly needed in the region, particularly for jobs with low wages. Some locations noted included: Ft. Pierce Industrial Park, Gateway Industrial Area, nearby communities, such as Washington for job access in St George City.
- The new Veterans Long Term Facility and planned Harmon's Grocery store will create greater demand for public transportation in Santa Clara and Ivins.
- One participant encouraged the CHSTP Committee to coordinate with the Bicycle Transportation Alliance, particularly to better meet the transportation needs of the low income population.



- To more proactively plan for the future, one participant expressed the need to dedicate right-of-way easements for future light rail projects as the region expands.
- A few participants expressed the need for bus shelters and noted that it was a topic in the last City Council election. One participant encouraged the Committee to develop a five year plan for implementation of bus shelters.

SENIOR CENTER FOCUS GROUP DISCUSSIONS

In order to better understand the transportation needs of seniors and others in the community throughout the Five County Region, the Mobility Manager facilitated focus group discussions at eight Sr. Center locations: St. George, Hurricane, Cedar City, Parowan, Beaver, Milford, Panguitch, and Kanab. The discussions took place at a convenient time for each location, when the greatest number of people could be present. Each center indicated that lunch time would be the best time to receive input from seniors that have limited mobility, since the senior center busses transport individuals during these times and it is unlikely that a significant number of participants that rely on community transportation could be present at other times. Participation varied at each location with 5 to 30 participants, depending upon the location, and included some service providers and several members of the public. These included, primarily seniors, many of which had disabilities and/or were low income.

At each location, the facilitator explained the purpose of the Coordinated Human Service Transportation Plan and the role that the discussion would play in the process. He gave an overview of available transportation services in the community. He then asked questions to stimulate discussion about transportation gaps and needs for people with limited mobility in the community. Some of the questions included:

- How do you get where you need to go?
- What types of trips do you frequently take?
- Are you able to get where you need to go? If not, how so?
- Are there places that you would like to access, but can't due to lack of available services?
- Do you feel like you are aware of available services?
- Do you have friends or family that has difficulty getting where they need to go? If so, how do they meet their transportation needs?
- How would you improve transportation services in the community to better meet the needs?

Major findings from these discussions included:

- Most people with limited mobility rely on family and friends to meet their transportation needs. Those without these resources are isolated.
- Many participants were unaware of available transportation services and there were several suggestions to advertise the services throughout the community, in the newspaper, radio, etc.
- Because many communities are isolated, with few available services and shopping opportunities, most essential trips must occur in larger cities. However, at this point there are very few alternatives to driving. Some locations that indicated a gap in service, included:
 - Milford to Cedar City
 - Kanab to St George
 - Hurricane to St George
 - Hwy. 89 Corridor
- Because of limited operating funds, senior center transportation services are very limited. Iron, Washington, and Kane County provide paid drivers, but have very limited hours. Beaver and Garfield County have volunteer drivers, which are difficult to recruit and maintain, with unpredictable availability. Kane County indicated that they utilize volunteer drivers, at times, to supplement transportation services provided by paid drivers.
- Several participants at each location were over 90 years old, but felt an obligation to drive, even if they felt unsafe doing so.
- Many participants in isolated communities, such as Panguitch, Beaver, and Kanab indicated that they felt comfortable driving for local trips, but not for leaving town.
- More reliable, predictable services are needed so that members in the public can schedule appointments, knowing that they will be able to reach their destination.
- Although senior service transportation is limited, individuals that use these services expressed satisfaction and appreciation for these services.

PAIUTE TRIBAL COUNCIL MEETING DISCUSSION

In order to engage the Paiute Indian Tribe in the coordinated planning process, the Mobility Manager met with the Paiute Tribal Council during their regular meeting time. Representatives of each tribal band were present. Staff began the discussion by explaining the purpose of the plan and reviewing with the council, the needs and strategies involving the Paiute tribe that are included in the 2007 plan. The council indicated that the needs identified in the plan persist and that there are several members of the tribe that find difficulty getting to their medical

appointments. We then discussed the strategy to incorporate Paiute tribe reservations into the routes of existing services and the possibility of commuter service to Ivins. The Council then invited Michele Lefebvre, Health Director for the Paiute Tribe, to join the discussion.

Michele explained that the health department currently provides transportation services to individuals that do not have a running vehicle, but that this is an enormous expense. She said that there is currently a workgroup formed to address transportation issues. She expressed interest in coordinating with other transportation providers in the area to meet this need, especially if doing so would help lower costs and reach more individuals in need of transportation services. After the meeting, Michele introduced staff to Allen Pitts, who manages the current transportation services for the Paiute Tribe Health Department.

Primary Findings

- The Paiute Tribal needs that were identified in 2007 persist.
- The amount of money that the Tribe expends to transport individuals to medical appointments is not sustainable. The Tribe is looking for ways to lower costs.

SUNTRAN ON-BOARD SURVEY

The Dixie Metropolitan Planning Organization, in cooperation with Suntran, conducted an onboard passenger survey as part of the Utah Travel Study, which will inform the Regional Transportation Plan. However, the information gleaned from this survey is valuable to assess the transportation needs of the target population in St George City, to inform the Coordinated Plan. The survey included questions pertaining to trip purpose and destination, attitudes about Suntran services, general comments and demographics. **See below** for a copy of the survey. Volunteers dispersed the survey on Suntran busses to all willing participants for two mid-week days. The survey yielded 558 responses, many of which were partially completed.

Demographics

The majority of survey respondents were people with limited mobility; particularly the low income population was represented. For example, 43% of survey respondents indicated that their annual household income was below \$10,000, while 75% indicated that it was below \$25,000. 42% indicated that they have no vehicles in their household, while 76% had 1 vehicle or less. This is significantly higher than the average for St George, in which only 4% of households do not own a vehicle and 33% have 1 or less vehicles (American Community Survey, 2011). 76% noted that they had no other option to make the trip than to ride the bus and 55% do not have a valid driver's license. In addition, 76% respondents claimed that they ride

SunTran at least 4 days per week. The vast majority of survey respondents indicated that they live in the City of St George, which is expected, as the system operates within the City's boundaries. Specifically, 92% indicated that their home zip code was either 84770 or 84790. Nonetheless, some respondents reported zip codes from other areas in the region, and some from outside of the region. The most common zip code reported outside of the City of St George was 84780, which encompasses the City of Washington. In general, the survey yielded a significant number of responses from St. George residents who rely on public transportation and have few, if any, other options available.

Results

The survey included a question about the origin and destination of the trip, during the time that they completed the survey. Survey respondents indicated that they are using SunTran services to access a variety of destinations. Although work was the most common destination, with 28% indicating that it was their destination, a significant number of respondents indicated that they were travelling to school, shopping, social, medical, and other destinations.

Survey respondents indicated that safety, security and cleanliness of busses are not significant issues. For example, only 5% of passengers were either unsatisfied or extremely unsatisfied about feeling safe and secure on the bus, with 7% being unsatisfied or extremely unsatisfied with the cleanliness on board. Five survey respondents commented that they were not content with the bus cleanliness, with 3 having concerns about passengers.

A greater number of respondents indicated that expansion of services is important to them. Although only 23% of respondents indicated that they were either unsatisfied or extremely unsatisfied with the frequency of service, 81% indicated that increasing headways from every 40 minutes to 20 minutes is either important or extremely important. Perhaps, even more important to respondents were the expansion of the service area, to include outlying areas. 91% of respondents indicated that expanding bus service to new places in the area was either important or extremely important.

The priority for survey respondents to expand the service area was extremely apparent in the comments section, which was an open ended question that stated, "If you have any additional comments for SunTran please provide them below." **Chart 1** below categorizes the types of comments that were received. Comments pertaining to the expansion of routes were the most common, with 54% of all comments pertaining to this topic. There were a total of 159 comments in the survey, which pertained to the expansion of service, 136 of which identified specific areas that they would like the bus to service. **Chart 2** below includes all areas that respondents would like the bus to go. Undoubtedly, Wal-mart was the most common response with 56 stating that they would like the bus to go there. The most common city that people

would like to be serviced was Washington with 25 requests, with Hurricane and Ivins both receiving 10 requests for service. See chart below for a summary of requests for bus service in the comments section.

CHART 1: SUMMARY OF SURVEY COMMENTS BY CATEGORY

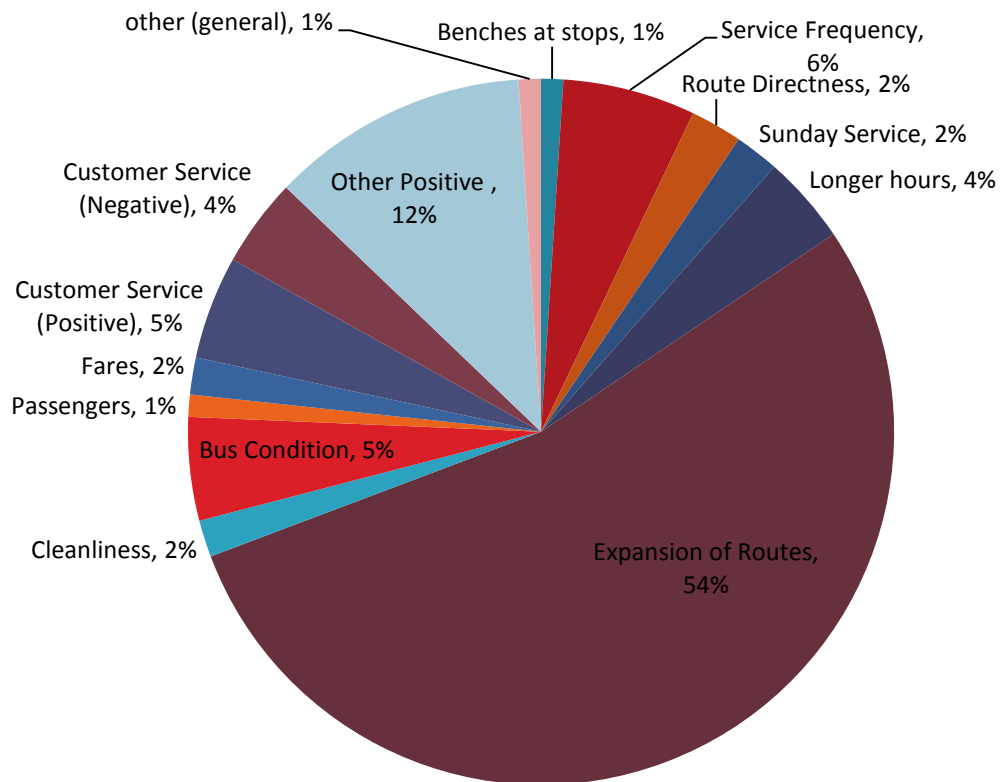
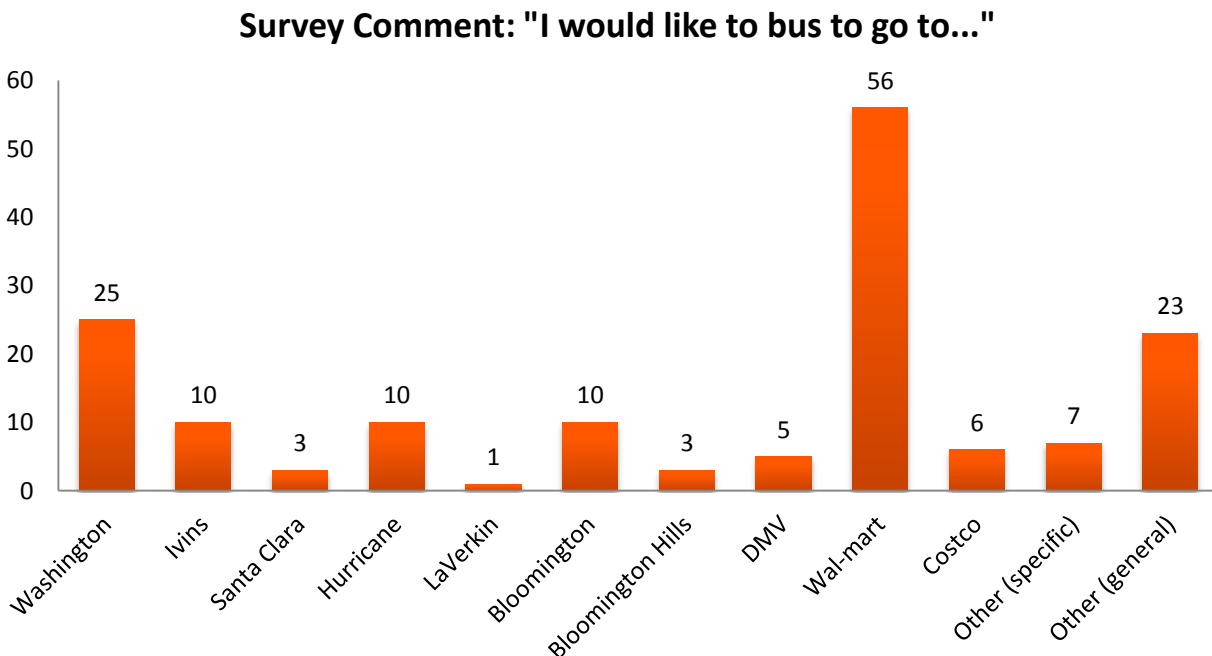


CHART 2: SUMMARY OF REQUESTED DESTINATIONS FOR SERVICE EXTENSIONS



Primary Findings

Results from the Onboard Transit survey provide good information about the priorities of those that currently ride Public Transportation in St George, the vast majority of which have limited mobility options. The primary findings include:

- The majority of people that ride SunTran rely on the service as a primary mode of transportation.
- SunTran riders use the service to access a variety of destinations.
- Expanding routes to new areas is the most important improvement to the SunTran bus system for people who currently ride the bus. People who rely on SunTran for transportation are confined to the areas that it serves. Expansion to Wal-mart and other areas in Washington City is the most prominent priority for those that completed the survey.
- Improving bus frequency, directness, and expanding service hours were also noted as very important to many that completed the survey. However, these improvements are secondary to the expansion of routes.
- Although some feel that they need improvement, the bus condition, cleanliness, and safety is satisfactory to most SunTran passengers.

.....

Please only tell us about the ONE-WAY portion of your trip (e.g., if you made a round-trip, please only describe the half of the trip you were making when you received this survey).

- QUESTIONS CONTINUE ON PAGE 4



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-
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QUESTIONS CONTINUE ON PAGE 4

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THANK YOU FOR PARTICIPATING!

THANK YOU FOR PARTICIPATING!



Now, anyone can be entered & win! Just fill out the survey by emailing your contact information to utah@rsgsurvey.com

• **Prevalence** = the proportion of people in a population who have a disease at a particular point in time

DIXIE CARE AND SHARE SURVEY

To solicit public input, specifically from those in the low income population, Five County AOG staff worked with Dixie Care-and-share staff to distribute a survey to assess the transportation needs of this portion of the target population to inform the Coordinated Human Service Transportation Plan.

Survey Design

The survey included questions pertaining to the transportation barriers of individuals, the usage of available community transportation services, and priorities for improving the SunTran bus system. A copy of the survey is provided below.

Transportation Survey

Please fill out this survey to help local transportation service providers know about your transportation needs and make plans for improvements.

How did you travel to the Dixie Care-and-Share today?

- ☐ Drove my personal vehicle
- ☐ Got a ride from a friend / relative
- ☐ Rode the bus
- ☐ Walked
- ☐ Bicycled
- ☐ Other, Please describe _____

Which of the following transportation services do you use for travel in the St George Area?

Please check all that apply.

- ☐ Public Bus (SunTran)
- ☐ Taxi
- ☐ Medical Transport
- ☐ Community Programs
- ☐ Other _____

How often do you ride the SunTran bus?

- ☐ 5 times or more per week
- ☐ 3 or 4 times per week
- ☐ 1 or 2 times per week
- ☐ Less than once/ week
- ☐ Never

Do any of the following reasons prevent you from getting where you need to go? Please check all that apply.

- ☐ I don't have a driver's license
- ☐ I don't have access to a vehicle
- ☐ Finances
- ☐ Health Issue
- ☐ Disability
- ☐ Other, Please describe _____

Are there any places you cannot access due to transportation limitations? Please list.

Please rank the following improvements to the SunTran Bus System from 1 to 6. 1 being highest priority and 6- lowest priority

- ____ More frequent service (every 20 minutes, instead of every 40 minutes)
- ____ More direct routes
- ____ Routes to more places in the region
- ____ Sunday Service
- ____ Longer hours
- ____ More benches or bus shelters

Additional Comments

Thank you for your participation!

Distribution Methodology

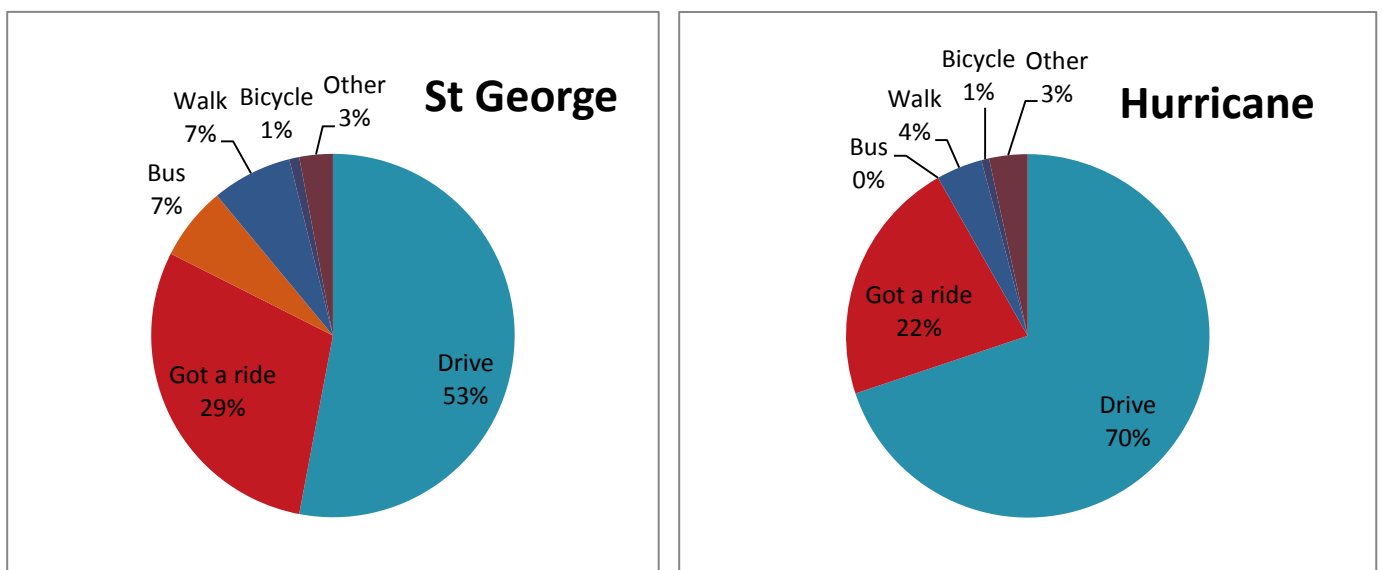
As a charity organization, the Dixie Care and Share administers a number of programs to help individuals meet their daily needs. The organization works as the local food pantry, distributing boxes of food to individuals that are categorized below 150%. Dixie Care and Share distributes boxes to eligible individuals on a “rolling monthly” basis.” In order to target those in the low-income population, the surveys were distributed to recipients of this program, for one month, between February 15 and March 14, 2013. The Care and Share distributes the food boxes at a location in St George and in Hurricane. 350 surveys were distributed in St George and 150 in Hurricane. Survey participants were asked to return the survey to the survey distributor upon completion. The survey was provided in both English and Spanish.

Survey Results

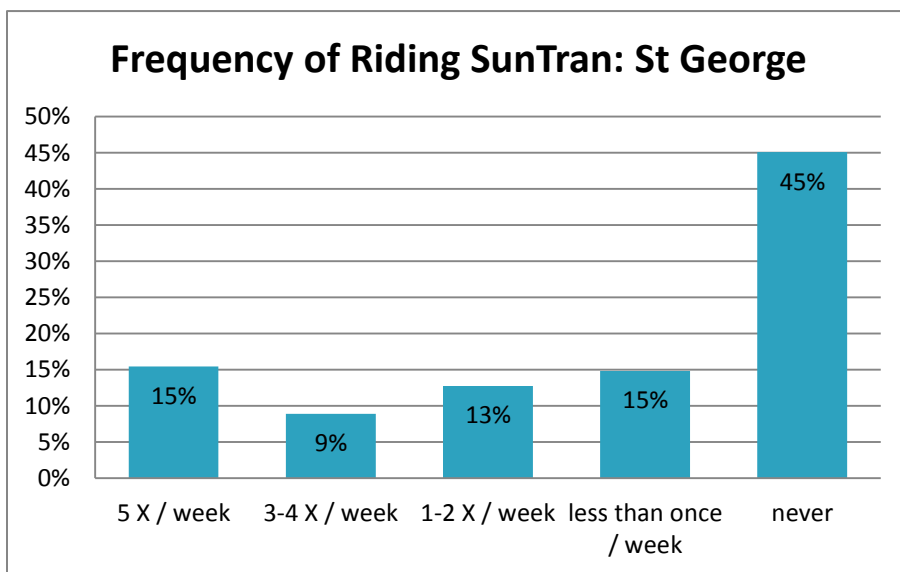
A total of 483 surveys were returned; 146 were completed in Hurricane with 337 from St George. 441 surveys were completed in English and 42 in Spanish. The responses to the survey were significantly different for Hurricane participants, compared to those in St George. This can mainly be attributed to the lack of public transportation services in Hurricane. For example, it is understandable that very few Hurricane participants claim to use the public bus, as these services are not available.

The majority of respondents noted that they drove to the Care and Share for the trip in which they filled out the survey. However, in St George the portion of those who drove was much less, with more people using other modes of transport, such as the bus, walking, or getting a ride from a friend. This is most likely due to the more centralized location of the Care and Share in St George and the availability of bus transportation, which is located one block from the Care and Share. It should be noted that, although this does provide a revealed preference for travel of the survey sample, it is likely not representative of their overall travel patterns. Survey respondents were travelling to the Care and Share to pick up a large box of food that is difficult to carry by foot or on the bus. Many noted that they borrowed a car to travel there to transport the box of food. The significant portion of individuals who travelled by alternative transportation modes signifies that there are transportation limitations for this low income population.

TRANSPORTATION MODE TO DIXIE CARE AND SHARE



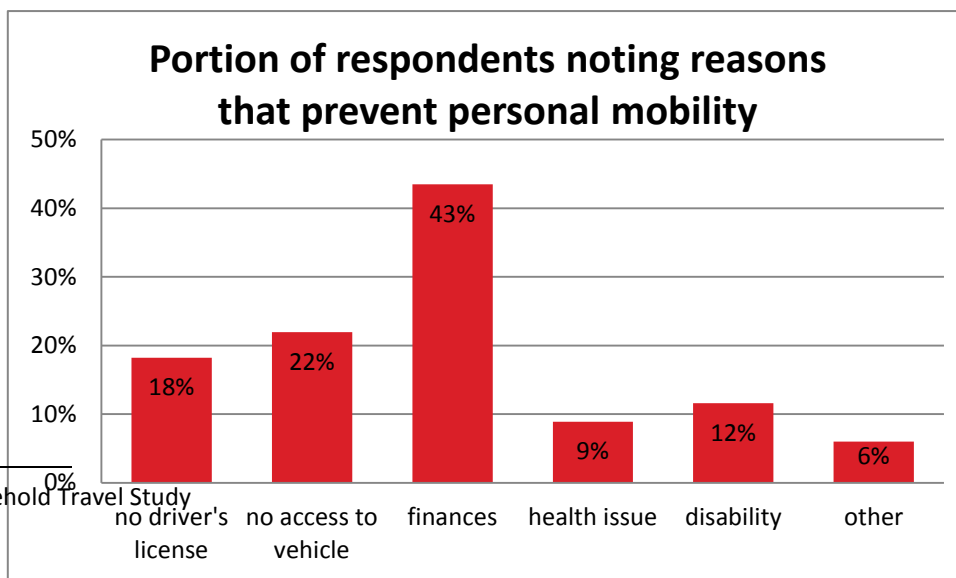
Although a relatively small number of individuals travelled to the Care and Share on the bus, a large portion noted that they utilize the bus or other transportation services. 51% of St George respondents noted that they use the SunTran bus for travel, 7% use Taxi services, 2% use medical transport, with 2% utilizing community programs. In Hurricane, as expected, a small portion of respondents reported using the public bus (5%). However, 11% of respondents use medical transport.



A large percentage of survey respondents in St George regularly utilize SunTran services. 24% use the bus at least 3 times per week. It is apparent that those falling below 150% poverty ride the bus much more often than the population region-wide, with a transit mode share of only 0.2%.¹

Survey respondents noted the most important potential improvement to the SunTran bus system to be “routes to more places in the region” with half of respondents ranking this improvement as the highest priority. More direct routes and more frequent service were ranked the next highest priority, with Sunday service and bus shelters and benches ranking the lowest on the list of potential improvements.

The vast majority of respondents noted that there are limitations which prevent them from travelling where they need to go. For example, 18% noted a lack of a driver’s license as a limiting



¹ 2012 Utah Statewide Household Travel Study

factor while 22% referenced no access to a vehicle. 12% cited a disability that limits their mobility. The most common reason that prevents people from where they need to go in this survey sample is finances (43%).

A variety of locations were noted as inaccessible due to a lack of transportation options, including doctor's office, jobs, school, and shopping destinations. The most common destinations cited included Wal-Mart and Washington City, with 25 noting that they cannot access Wal-Mart and 20 citing Washington City. Likewise, the majority of comments received were related to requests for expanded bus service. An additional seven requested service to Washington City. 14 requested a bus route to Hurricane, all of which were Hurricane survey respondents. Seven Hurricane respondents noted that they cannot access St George due to transportation limitations and three from St George noted that they cannot access Hurricane.

Summary of Findings

The large sample size of this survey, distributed to Food Bank recipients, provided a good representation of low income individuals in Washington County. Although the majority of these individuals have access to a personal vehicle for transport, other limitations, such as finances prevent them from getting to essential services. Despite its limited coverage area, a large portion of survey respondents rely on SunTran services to meet their daily transportation needs. Many of those living outside of this service area or with destinations outside of the service area cannot access desired destinations. At this point, many of these individuals rely on family or friends to meet their transportation needs. Expanded transportation services targeted to meet the needs of the low income population in the Region will help many individuals achieve greater travel independence.

DEMOGRAPHICS

The Coordinated Human Service Transportation Plan identifies seniors, people with disabilities, and low income individuals as “the target population.” Many individuals in the target populations have limited mobility and special transportation needs. Strategies in the Plan focus on meeting the needs of these population groups. The Five County Region, comprised of Beaver, Garfield, Iron, Kane, and Garfield Counties contains a significant population of individuals in the target population. See [chart](#) below for population estimates of the target population.

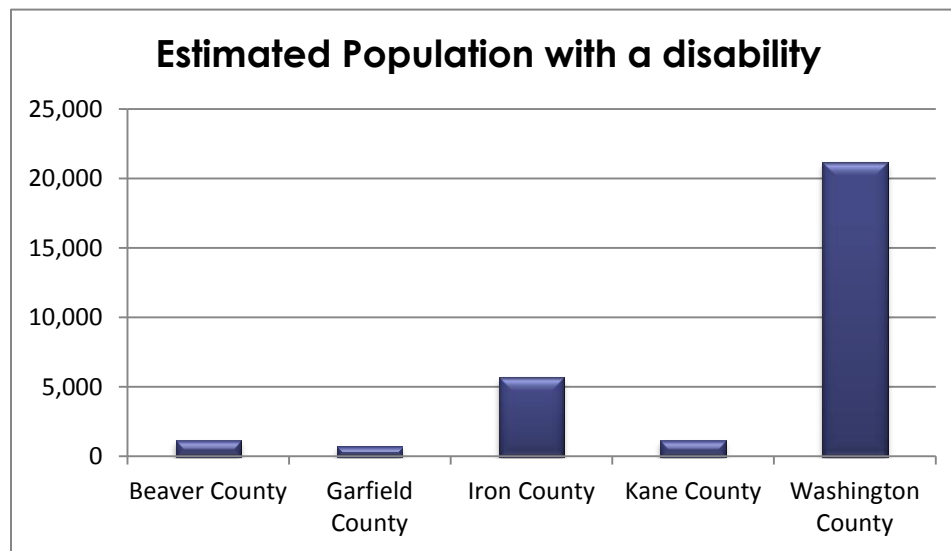
	Total Population	Population with a disability		Population Below Poverty Level		65 and over Population	
Beaver County	6,629	1,112	16.8%	1,177	18.9%	832	12.6%

Garfield County	5,172	718	13.9%	703	14.2%	831	16.1%
Iron County	46,163	5,695	12.3%	9,117	20.7%	2,364	5.1%
Kane County	7,125	1,129	15.8%	573	8.3%	672	9.4%
Washington County	138,115	21,148	15.3%	16,184	11.9%	23,826	17.3%
Five County Region Total	203,204	29,731	14.6%	27,754	14.0%	28,525	14.0%
Statewide Total	2,763,885	373,656	13.5%	374,859	13.5%	249,462	9.0%

Sources: US Census 2000, US Census 2010, 2011 ACS 5-year Estimates

Notes: 65 and over: 2010 Census data; Poverty: 2011 ACS 5-year estimates; Disability data: 2000 Census data expanded using growth factor from 2010 Census

The maps and graph below display the geographic distribution of the three demographic groups of the target population. As map ... displays, the highest concentration of low income individuals and seniors can be found in the St George Region, with other populations spread throughout communities in the Region. Likewise, the highest concentration of individuals with a disability is in Washington County. The proportion of persons with a disability in the region is



Source: 2000 Census data expanded using growth factor from 2010 Census

comparable to the statewide average of 13.5%, with Beaver County exhibiting the highest proportion of 16.8%. The proportion of low income individuals and seniors vary greatly across the region. For example, nearly 21% of Iron County residents are below the poverty level,

compared to 8% in Kane County. Washington County contains the highest proportion of seniors with 17.3%, with 5.1% in Iron County. This dynamic can partly be explained by a large

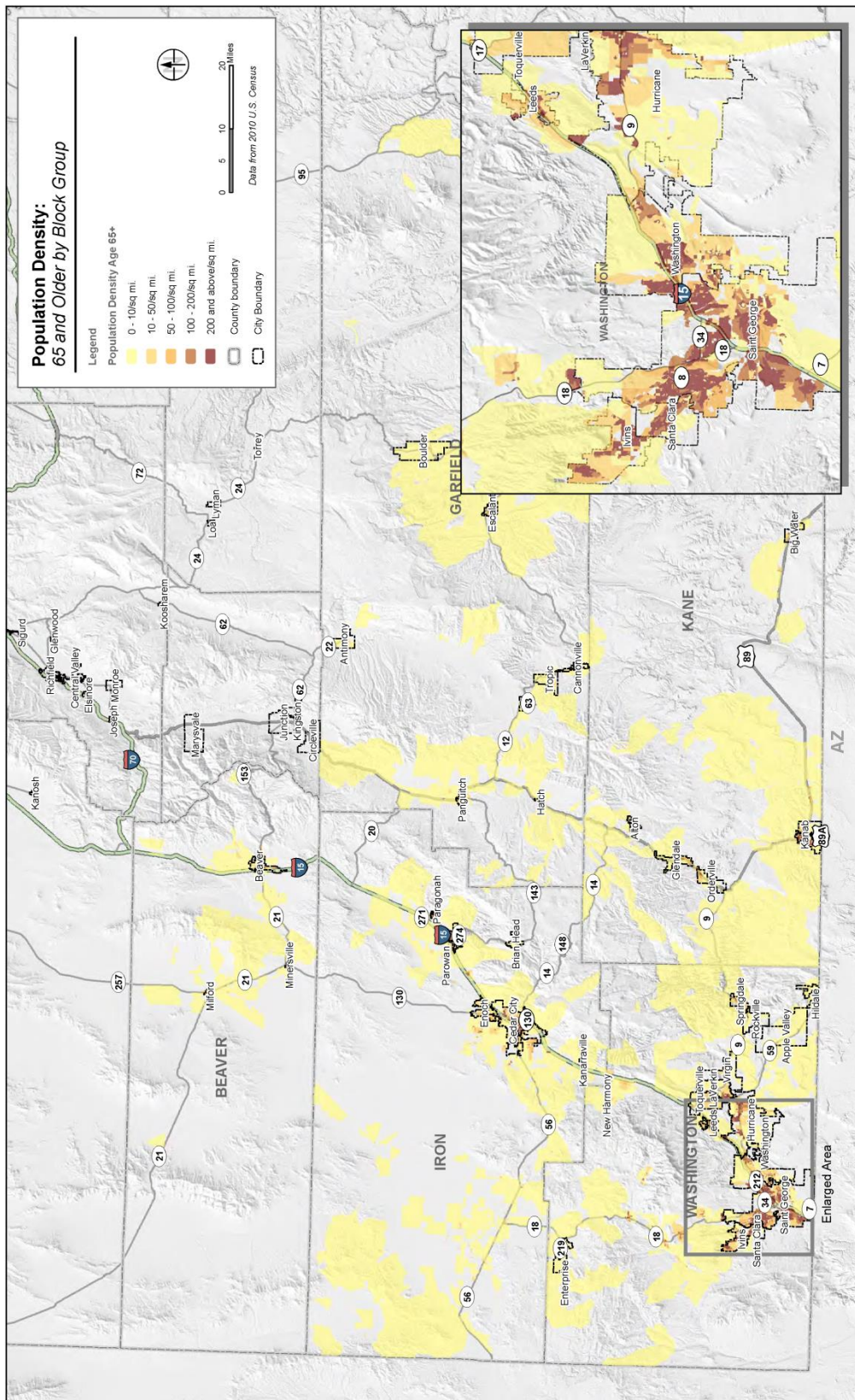
population of approximately 8,000 college students at Southern Utah University in Cedar City² and the clamor that the St George Area maintains as a retiree destination.

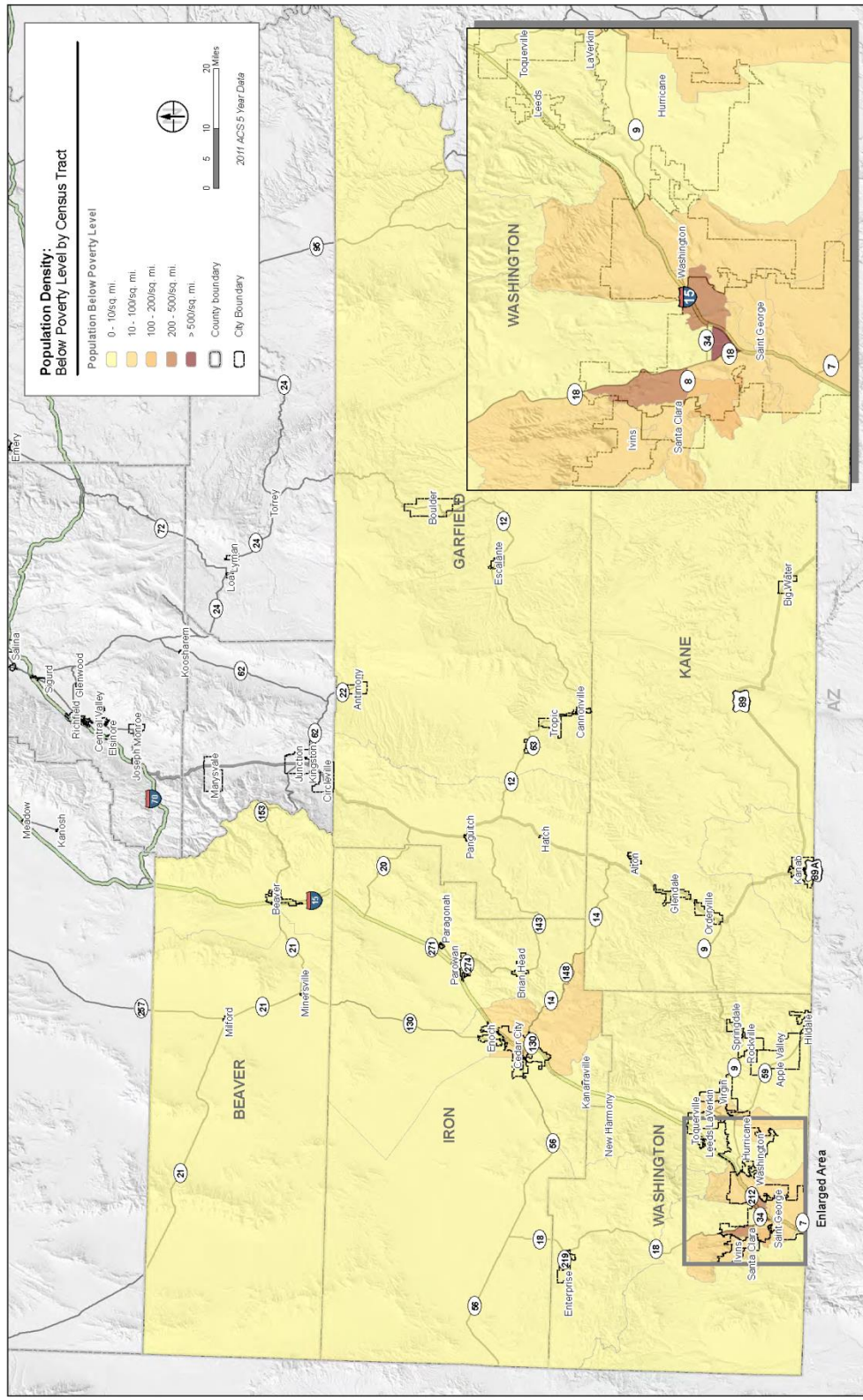
Notwithstanding the relative prevalence of the target population residing in the St George and Cedar City Area, concentrations can be found in communities throughout the Five County Region. For example, Kanab City, which contains the majority of the population in Kane County, has a significant senior and low income population. For example, 21% of Kanab residents are seniors and 22% of households (390 households) earn below 30% of the Area Median Income.³ This equates to hundreds of individuals in the community with special transportation needs. Other communities such as Beaver, Milford, Parowan, Panguitch, Hurricane and Enterprise exhibit similar concentrations of people with limited mobility that could benefit from the implementation of community transportation.

It is worth noting that there exists overlap across each of the target population groups. For example, many individuals may be 65 and over and have a disability. Due to the varied sources of data used to generate these figures, it is impossible to explore this overlap. But it is invalid to sum the figures to estimate the total number of individuals in the target population.

² Southern Utah University. 2011 Fall Term Headcount Demographic Statistics.

³ Kanab City: Affordable Housing Plan, 2013





PROJECTED GROWTH OF TARGET POPULATION

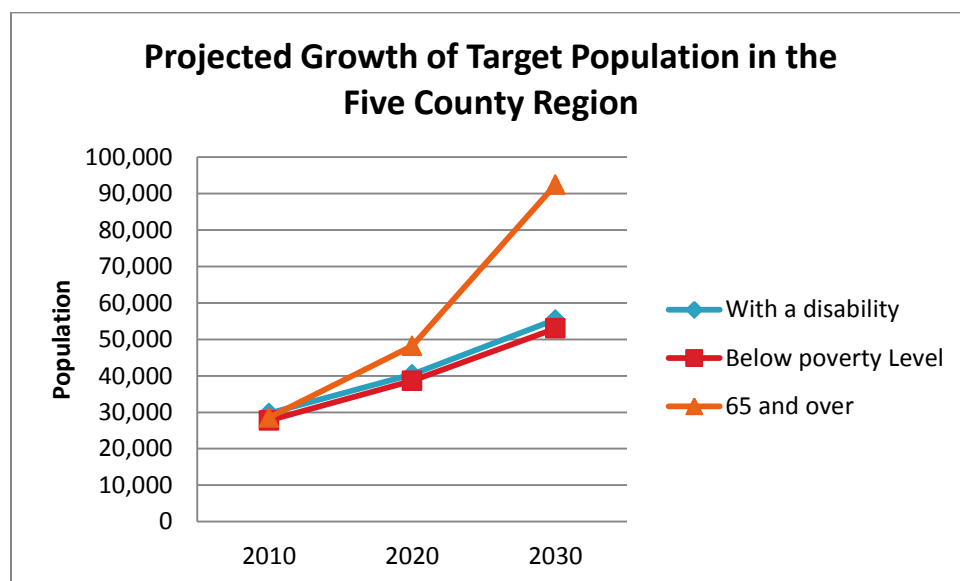
The Governor's Office of Planning and Budget provides population projections for the entire state of Utah and includes specific projections, based upon age. Therefore, these figures estimate the growth of the senior population. The population of people 65 and over, which currently represents 14% of the region's population, is expected to comprise one-quarter of the population by 2030 (See [chart](#) below). This is a significant increase of over 60,000 individuals compared to current population figures.

	Year	Total Population	Population with a disability		Population Below Poverty Level		65 and over Population	
Beaver County	2010	6,629	1,112	16.8%	1,177	18.9%	832	12.6%
	2020	7,766	1,303		1,468		1,087	14.0%
	2030	9,225	1,547		1,744		1,494	16.2%
Garfield County	2010	5,172	718	13.9%	703	14.2%	831	16.1%
	2020	6,063	842		861		1,145	18.9%
	2030	6,821	947		969		1,505	22.1%
Iron County	2010	46,163	5,695	12.3%	9,117	20.7%	2,364	5.1%
	2020	57,055	7,039		11,810		3,301	5.8%
	2030	71,687	8,844		14,839		4,870	6.8%
Kane County	2010	7,125	1,129	15.8%	573	8.3%	672	9.4%
	2020	8,357	1,324		694		810	9.7%
	2030	10,259	1,626		851		872	8.5%
Washington County	2010	138,115	21,148	15.3%	16,184	11.9%	23,826	17.3%
	2020	196,762	30,128		23,415		41,861	21.3%
	2030	280,558	42,959		33,386		83,694	29.8%
Total for Region	2010	203,204	29,731	14.6%	27,754	14.0%	28,525	14.0%
	2020	276,003	40,382		38,640		48,204	17.5%
	2030	378,550	55,386		52,997		92,435	24.4%
Statewide	2010	2,763,885	373,656	13.5%	374,859	13.5%	249,462	9.0%
	2020	3,309,234	447,383		446,747		342,756	10.4%
	2030	3,914,984	529,276		528,523		552,005	14.1%

Sources: US Census 2000, US Census 2010, 2011 ACS 5-year Estimates, Governor's Office of Planning and Budget (GOPB) 2012 Population Projections

Notes: 65 and over: 2010 Census data, GOPB Projections; Poverty: 2011 ACS 5-year estimates, expanded growth factor using GOPB projections; Disability data: 2000 Census data expanded using growth factor from GOPB Projections

People with disabilities and low income populations are estimated applying current proportions to GOPB projections for the general population. Therefore, these estimates do not account for changing trends. For example, it is likely that the population of people with disabilities will be much higher if GOPB estimates are realized as the senior population represents a large portion of people with disabilities. The **graph** below displays the estimated growth of each of the target population groups.



AVAILABLE TRANSPORTATION SERVICES AND CAPITAL

A variety of specialized transportation services are offered within the Five County region, which address some of the transportation needs of the target population, including seniors, people with disabilities, and people with low incomes. Types of services include intercity bus service, public transportation, senior services, private agency operated services, taxi services and others. Some of these services are open to the general public. Other services have been designated to a specific portion of the target population, some of which are limited to serving specific clientele. See the table below for details about available transportation services in the Five County Region.

Garfield County Council on Aging	Bryce Canyon Shuttle	Zion Canyon Shuttle System	CATS	Suntran	Service
Demand response, dial-a-ride service	Fixed-Route Shuttle	Fixed-route shuttle	Fixed-route public transit, Para-transit		Type
Escalante, Henrieville, Tropic, Cannonville, Hatch, Panguitch	Bryce Canyon City, Bryce Canyon National Park	Springdale, Zion National Park	Cedar City	St. George City	Area
Seniors (60+) and people with disabilities	Open to visitors of Bryce Canyon	Visitors of the national park must ride shuttle to enter	Public Transit: general public Para-transit: people with a disability that prevents them from riding conventional public transit		Eligibility
Medical, shopping, organized recreational	recreational	recreational	all		Trip Purpose
Suggested donations, varied by trip distance	Free to those paying park entrance fee	Fare Free, Must pay park fee to enter National Park	Fixed-route bus: \$1.50 Para-transit: \$2.00	Fixed-route bus: \$1.00-regular, \$0.50-people with disabilities and Seniors Para-transit: \$2.00	Fares
Mon and Fri- 7:00 AM- 7:00 PM	Seasonal: May- October. 8 am – 8 pm	Seasonal: March- November. 7 am – 9pm	Mon-Fri: 7 am – 6 pm, Sat: 10 am – 5 pm	Mon-Sat, 6 am – 8 pm	Hours
2- 12 passenger ADA accessible busses, 4- 12 passenger vans	N/A	30 buses	2- 21 passenger buses 2- 3 passenger vans, all ADA accessible	2 – 27 seat, 2- 25 seat, 2- 21 seat busses, 2 – 3 seat vans, all ADA accessible	Vehicles
90 trips / month	4000,000 trips/year	3 million trips/year	18,000 trips/year	450,000 trips/year	Ridership

Washington County Council on Aging	Iron County Council on Aging	Beaver County Council on Aging	Kane County Council on Aging	Service
Type				Type
Area				Area
St George, Hurricane, and Enterprise Areas	Cedar and Enoch; Parowan, Paragonah, Summitt; Kanarraville, New Harmony; Beryl, New Castle	Beaver, Milford, and Minersville Areas	Kanab area and Orderville area	
Seniors (60+) and people with disabilities	Seniors (60+) and people with disabilities	Seniors (60+) and people with disabilities	Seniors (60+) and people with disabilities	Eligibility
all	Medical, shopping, organized recreational	Primarily recreational	Medical, shopping, organized recreational	Trip Purpose
lunch rides: \$1.00, dial-a-ride: \$3.00 one way, \$5.00 round trip, suggested donations	Suggested donation varied by distance	\$2.00- in county, \$7.00- out of county, within 5-county area, \$12.00- outside of 5-county area, suggested	\$1.00-local, \$7.00- out of town, suggested donations	Fares
St George: Tues-Fri 9:30 am-3:30 pm, Enterprise: Mon, Wed, Fri 10:30 am-1:30 pm, Hurricane: Mon-Thur 10 am-3 pm	Parowan: Mon, Wed-Fri; Cedar City: Tues, Wed, Fri – 10 am- 4 pm	as available	Kanab: Mon-Fri, Orderville: Mon, Wed, Fri: 8 am -2 pm	Hours
7 – 10-20 ADA accessible busses, 1 non-ADA accessible van	5- 11 passenger ADA accessible busses, 1- 12 passenger van	3 – 12 passenger ADA accessible busses	3 – 12 passenger ADA accessible busses	Vehicles
900 trips / month	N/A	N/A	N/A	Ridership

Danville Community Services	TURN Community Services	Red Rock Center for Independence	Southwest Behavioral Health Center	Service
Private agency operated transportation				Type
St. George and Cedar City Areas	St. George and Cedar City Areas	St. George Area	Five County Area, most trips occur in St. George and Cedar City areas	Area
clients of Danville, which includes people with disabilities	Primarily for clients of TURN, which includes people with disabilities, private riders pay \$8.50 per round trip.	Clients of RRCI, which includes people with disabilities	Clients of the Center, which includes mentally ill and substance abuse clients	Eligibility
day treatment and all other transportation needs for clients	To/from day treatment and all other transportation needs for clients	Recreational and Shopping trips for clients of the Center	To/from home to Day treatment facility, shopping, medical	Trip Purpose
none				Fares
24/7	Mon-Fri, 7:30 AM – 2:30 PM	Mon-Fri	Mon-Fri, occasional trips on Sats	Hours
1- ADA accessible bus, 11- vans, 2-cars	9- ADA accessible vans and 3- non-ADA accessible vans, number of seats varies	1- 9 seat ADA accessible bus, 1- 5 seat van	2- ADA accessible busses, 6- 12 passenger vans, 6- 15 passenger vans	Vehicles
N/A	N/A	N/A	800 trips / month	Ridership

Taxi USA	E-ready Cab	Aztec Shuttle	St George Express	St George Shuttle	Greyhound	Service
Taxi Cab Service		Intercity/Shuttle Service			Intercity bus service	Type
Based in St. George, service anywhere		Stops in St. George, Cedar City and Beaver To Salt Lake City	St. George to Las Vegas	Stops in St. George, Cedar City and Beaver To Salt Lake City and Las Vegas	Stops in St. George, Cedar City and Parowan	Area
general public, not wheelchair accessible		general public, not wheelchair accessible				Eligibility
All			All, primarily for trips to LAS airport	All	All	Trip Purpose
\$2.50 flag drop \$2.75 per mile, minimum rates by City apply			varies by distance: St. George-\$6, Hurricane-\$30	varies by distance: St. George-Salt Lake: \$55	St. George-Las Vegas: \$34	varies by distance: St. George-Salt Lake City: \$50
24/7	24/7	7:30 am-6:45 pm	5 am- 12:10 am, 7 days/week	4 am – 10:30 pm, 7 days/week	24/7	Hours
N/A						Vehicles
N/A	N/A	N/A	N/A	N/A	N/A	Ridership

Senior Companion Program	Gold Cross Transportation	Medicaid PickMeUp	The Meadows, Rosecrest Manor, Cliffview, Hospital Longterm Care, etc.	Iron County Shuttle	Quality Cab	Service
Volunteer program	Non-emergency Medical Transportation			Taxi Cab Service		Type
Five County Area	Based in St. George, All areas served	Based in St. George and Cedar City, All areas served	St. George, Washington, Hurricane, Cedar City, Kanab, Beaver, Panguitch	Based in Cedar City, Service Anywhere	Based in St. George, service anywhere	Area
Seniors needing home assistance	Medical patients needing special transport	Medicaid recipient/medical patients needed special transport	Residents of each center	general public, not wheelchair accessible		Eligibility
Medical, shopping, errands	Medical, designed to transfer between medical facilities	medical	Generally offer medical, shopping, and recreational trips			Trip Purpose
none	Base Rate: \$22, \$2/mile, other fees apply	Round-trip pick up fee: \$38, \$2/mile, other fees apply	none	Varies by distance, In-town: \$6-\$8	\$2.75/ mile + \$1.00/minute	Fares
As available	7:30 am -7:30 pm	24/7	varies	Mon-Thur 7 am – 11 pm, Fri-Sunday 7 am – 1 am,	5 am – 12 am	Hours
Volunteer vehicles	w/c and stretcher accessible vehicles			3 cars		Vehicles
N/A	N/A	N/A	N/A	N/A	N/A	Ridership

ASSESSMENT OF AVAILABLE SERVICES ACROSS THE REGION

The availability and accessibility of transportation services varies greatly based upon location. Generally, the highest level of service of specialized transportation services is located in areas with the highest population concentration: notably The St George Metropolitan Area and Cedar City. Outside of these areas, transportation services are much sparser and less available. In many locations in the region, the only alternative to driving or calling on relatives and/or friends to help with transportation are taxi services. These services are a significant expense and not considered a viable option to most individuals. The provision for transportation services in the Five County Region can be divided into three areas: The St George Metropolitan Area, Cedar City, and all areas outside of these, which include Garfield, Beaver, Kane, and rural areas of Washington and Iron Counties. An assessment of the provision for specialized transportation services is summarized below.

Dixie Metropolitan Area

The St George Metropolitan Area includes St George, Santa Clara, Ivins, Washington offers the greatest variety of transportation services in the Five County Region. Suntran provides public transportation service, with four fixed bus routes, servicing 69 bus stops throughout St George. Suntran also operates a para-transit service within $\frac{3}{4}$ mile of a bus stop, which provides demand-response transportation to individuals with a disability that prevents them from riding the fixed-route bus. At this time, Suntran services are confined to St George City limits.

The Council on Aging (COA) provides demand response dial-a-ride service to seniors and people with disabilities throughout the metropolitan area. The COA indicates that most rides they provide either begin or end outside of Suntran para-transit service boundaries.

TURN Community Services, Danville Services, Red Rock Center for Independence and other organizations for people with disabilities provide transportation services. However, these services are limited to clientele. Similarly, several assisted living centers offer medical, shopping, and recreational trips that are limited to residents of each center.

Taxi services are available in the St George Area for a reasonable price compared to other areas in the region, although many participants of focus groups site them as unaffordable.

Greyhound, Aztec Shuttle, St George Shuttle, and St George Express provide intercity bus transportation for those needing to travel to large cities outside of the Metropolitan Area, including Salt Lake City and Las Vegas. See [map](#) below for route information in the Five County Region for each of these services

Although there are a variety of services available in the area, many are likely not accessible to a large portion of the target population, due to cost, limited geographic coverage or eligibility.

The Suntran service, which is currently providing 450,000 rides annually, is only accessible to a portion of the population. According to a GIS analysis, approximately 35,000 persons are located within ¼ mile of a bus stop. The COA services a large portion of the population that Suntran cannot serve, but its operating budget is limited and the COA indicates that it is operating at capacity. Taxi services and intercity bus services are often unaffordable to the majority of the target population. Other transportation services such as private, non-profit services and assisted living centers are limited to specific clientele. Although they provide significant transportation services to hundreds of people in the community, each individual service is not accessible to the majority of the community.

Cedar City

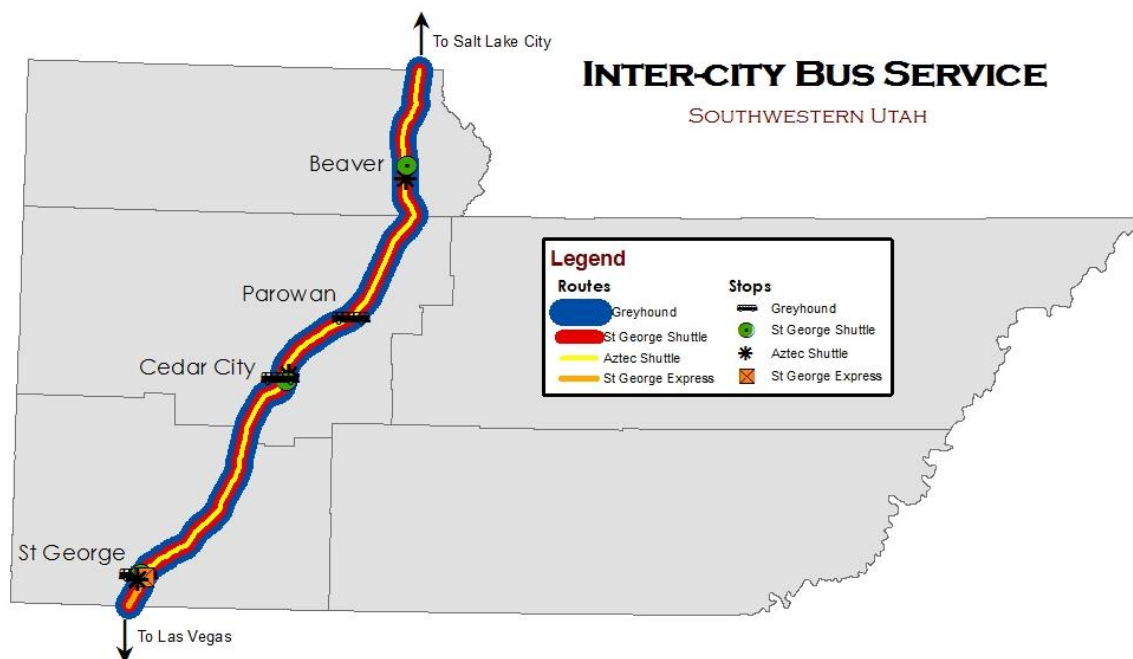
Cedar City is serviced by Cedar Area Transportation Service (CATS), which operates one fixed route and a demand response, dial-a-ride service. Fixed route service stops are primarily located near key destinations throughout the city. The route operates one-way, requiring relatively long rides for its passengers. The dial-a-ride services people with disabilities within city limits. The demand for this service is growing significantly. Currently, CATS provides an average of 1,200 trips/month on its fixed-route service and 500 trips/month on its dial-a-ride service. The COA provides a transportation service that transports seniors to the Senior Citizen Center three times/week, and once/week for shopping and other trip purposes. This service is limited to seniors (60+) and people with disabilities. The Iron County Shuttle operates a Taxi service with variable fares that typically average \$6-\$8 per trip. Greyhound, Aztec Shuttle, St George Shuttle, and St George Express provide intercity bus transportation for those needing to travel to large cities outside of the area, including Salt Lake City and Las Vegas. TURN, Danville, and other organizations for people with disabilities provide transportation services. However, these services are limited to clientele. Similarly, local assisted living centers offer medical, shopping, and recreational trips that are limited to residents of each center.

For those with limited mobility, CATS service is likely the most extensive service available within city limits. The fixed route service provides access to many destinations in the community and those with disabilities that are unable to use this service can use the ADA-accessible dial-a-ride service. The Sr. Center provides limited transportation to many seniors wishing to access shopping and other services. The taxi service is available to those that cannot access these services, although its fares are likely limiting some groups, particularly low-income, to access this service. Likewise, the service is not wheelchair accessible; therefore, it is not accessible to many people with disabilities. Private agency services and residential transportation services provide integral transportation to many individuals in the community with limited mobility, but are limited to serving specific clientele.

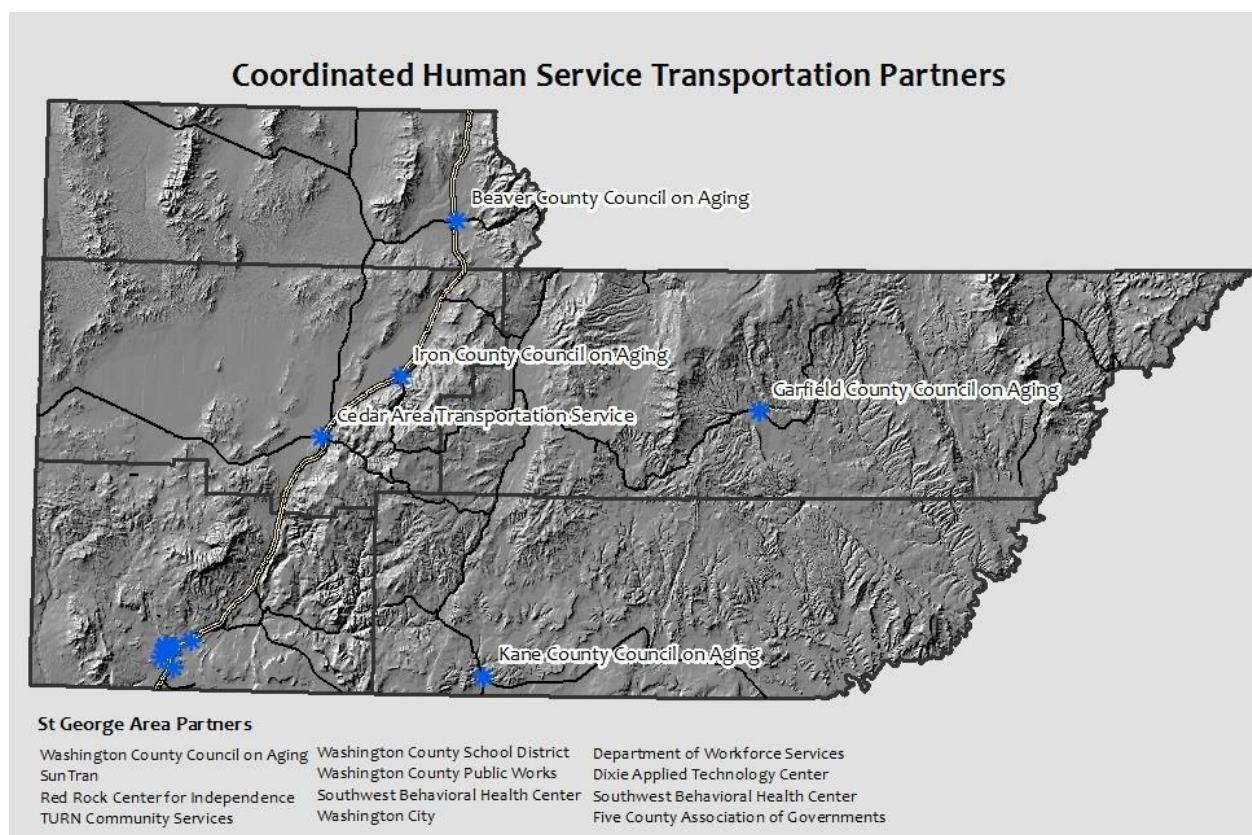
Areas outside of Dixie Metropolitan Area and Cedar City

Areas in the region, outside of the Dixie Metropolitan Area and Cedar City, are primarily characterized by very limited transportation services. In most areas, the Council on Aging operates the only transportation services. The level of service for each COA service varies, but is generally very limited, due to inadequate operating funds. In Beaver and Garfield County, trips are coordinated based upon driver availability. Iron, Kane, and Washington Counties have paid drivers. All of these services have very limited hours. Bryce Canyon and Zion National Parks operate a convenient shuttle for visitors of the park, mainly developed to manage parking, traffic congestion and air quality. It is assumed that visitors accessing the shuttles do so by car, as there is no regional or inter-city transit to access the sites.

The only inter-city bus service stop locations in these areas are located in Beaver, with St George and Aztec Shuttle service, and Parowan, with Greyhound service. Even communities that are in close proximity to Cedar City or the Dixie Metropolitan Area, such as Hurricane or Enoch, have very limited transportation services available, almost equivalent to more isolated areas in the region. Technically, all areas in the region have taxi service available. However, fares are extremely high for areas outside of Cedar City and Dixie Metropolitan Area, where these services are based. According to interviews with Council on Aging Directors and Focus Group discussion, most individuals with limited mobility in these areas rely on family and friends for all trips.



The Coordination of transportation services includes a continuum of activities from providing information and referrals to allowing trip co-mingling and consolidating operations. Currently, transportation services in Southwest Utah are primarily coordinated at the “information and referral” level. The Coordinated Human Service Transportation Planning (CHSTP) Committee, which is the Regional Coordinating Council for the region, provides a forum for representatives to share information and coordinate. This Committee is comprised of representatives from all five counties in the region, including Council on Aging directors, transportation service providers, non-profit organizations, and public officials. Information shared inside and outside of bi-monthly meetings includes: vehicle issues, policies, client referrals and other topics. **The map below** displays the location of each of the service providers represented on the CHSTP Committee.



To more effectively implement the strategies identified in the 2007 Coordinated Human Service Transportation Plan, this Committee and other stakeholders worked with Five County AOG Staff and consultants to develop a Coordinated Transportation “Implementation Tool.” This Tool more clearly defines strategies and steps needed to implement the Coordinated Plan. The Mobility Manager works with committee members and other stakeholders in the region to implement the strategies of the Coordinated Plan and Implementation Tool. Workgroups have

been formed to implement some of these strategies as well. The progress of these workgroups and other plan implementation efforts is outlined below.

Insurance Barriers Workgroup

Insurance barriers were identified in the Implementation Tool as a significant barrier to coordinating rides. TURN Community Services and Washington County School District have identified coordinated trips to St George, from outlying areas including Ivins and Leeds. When implemented, this coordination effort will help both parties, improve efficiency of their services. In collaboration with Five County AOG staff, the group reached agreement with both insurance carriers, and have overcome insurance barriers to share rides and with a contractual agreement. At the time of this writing, the two parties are developing a contractual agreement to coordinate services. With lessons learned from this example, ridesharing and trip co-mingling will be more attainable in the future.

Bus Shelters Workgroup

A Bus Shelter workgroup was formed to implement bus shelters at various stop locations on the Suntran bus system to increase accessibility of bus stops to people with disabilities and possibly decrease the need for para-transit services. The workgroup has consulted with the Mobility Manager to identify the most needed bus shelter locations, and is working to identify funding sources for the local match to implement the shelters. More coordination with St George City and affected businesses is needed to implement this strategy.

In addition to the efforts of the bus shelter workgroup, Suntran has successfully implemented several benches at stops in collaboration with local boy scouts. Under the supervision of City Staff, Boy scouts provide the labor to install benches at various stops as a service project. In addition to providing this service, each Boy Scout is charge to raise funds for the local match and obtain agreement from the affected property owner before installing the bench.

Travel Training Workgroup

The Transit Manager for Suntran acts as a facilitator of a Travel Training workgroup. He conducted a Travel Training workshop for service providers, and encouraged service providers to conduct Travel Training with their respective clients. Some service providers, such as TURN Community Services and Redrock Center for Independence, are utilizing Travel Training methods to inform clients about available public transportation services. However, at the time of this writing, there is no formalized travel training program. The Mobility Manager is working with The Travel Training Workgroup Facilitator to formalize a travel training program in collaboration with The Volunteer Center of Washington County, Suntran, and area service providers.

Another travel training related effort which the Mobility Manager has implemented is working with Google to make SunTran bus data available online. When fully implemented, this will make the trip planning process of anyone inquiring about using the bus more simplistic and user-friendly. The Mobility Manager plans to work with CATS representatives to also launch CATS data on Google to produce these benefits for Cedar City travelers.

Other Coordination Efforts

The Mobility Manager frequently meets with transportation service providers to discuss ways to coordinate and improve efficiency, supplementing conversations occurring at bi-monthly Committee meetings. Some of the activities include:

- Opening a “Dialysis Bus” travelling from Panguitch to Cedar City 3 times/week to Cedar City to the general public, while coordinating stop locations with CATS in Cedar City. This bus is operated by volunteers recruited through the local LDS Church.
- Organizing URSTA bus training courses for volunteer drivers in the region
- Standardizing times for a Senior Center Shuttle bus from Kanab to St George to improve predictability and reliability
- Working with Bryce Canyon area businesses to establish vanpools for employees
- Better utilization of the available volunteer driver network to deliver transportation services

Throughout the region, passenger referral allows transportation providers to match those needing transportation services with available services. In Cedar City, CATS and the Iron County Council on Aging are an exceptional example of coordination via passenger referral. Each agency is aware of the other’s available services and frequently refers passengers.

In some locations, coordination of vehicles, for use within the community, is occurring. For example, In Kane County, vehicles are used for a variety of community events, provided that trips do not conflict with senior center uses. Kane County has a policy for sharing vehicles in place, which they have shared with other area agencies. Other agencies, such as Southwest Behavioral Health Center, have similar vehicle sharing policies.

REGIONAL TRANSPORTATION NEEDS

The Mobility Manager, in consultation with the Coordinated Human Service Transportation Planning Committee and other Regional Stakeholders, has identified the following regional transportation needs. The strategies discussed in **Chapter ...** have been developed to most effectively meet these needs. Transportation needs were identified through public involvement methods explained in **Chapter ...**, and an analysis taking into account available transportation

services, demographic trends for the target population, and the geographic distribution of regional destinations.

1. EDUCATION AND OUTREACH ABOUT AVAILABLE TRANSPORTATION RESOURCES

Although there is a variety of transportation services available for people with mobility needs, finding out what is available can be confusing and frustrating. Senior Center Focus Group participants were unaware about when senior center transportation services were available and what the eligibility requirements are for riders and trip purpose. For someone with the resources and ability to drive a vehicle, making a trip from point A to point B is quite simple. For those unable to drive due to disability, age, or income, they likely do not know where to begin. Coordinated and widespread information about available transportation services made available to the target population would make this process more seamless and increase the confidence and mobility of many people in the region.

2. INCREASED OPERATING HOURS FOR EXISTING TRANSPORTATION SERVICES

As discussed in **Chapter ...**, throughout most of the region, the only community transportation resource is provided by the local senior center. Although ADA accessible vehicles are available throughout the region, the senior centers have an inadequate operating budget and operating hours for these services are very limited. For example, in Washington County, the budget is only sufficient to hire part time drivers and the service is only offered for five hours/ day. In many counties, there are only sufficient funds to transport seniors to the center for lunch, with possibly one day/ week to make shopping and medical-related trips.

The majority of mobility-limited individuals in the region must rely on family or friends to meet nearly all of their transportation needs. Others feel compelled to drive, even if they feel unsafe doing so. Seniors in Cedar City, Panguitch, and Hurricane pointed out that although they are reaching an age that they are uncomfortable to drive, they feel compelled to do so because the services available at the senior center do not operate during the times that they need them. For the most part, those that use the services have absolutely no other choice. During the times that it is unavailable, they are homebound. Increased operating hours for these services would allow the seniors and people with disabilities to fulfill more of their individual transportation needs.

3. MORE PREDICTABLE HOURS, SCHEDULES, AND ELIGIBILITY FOR TRANSPORTATION

As discussed above, the majority of people with limited mobility in the region are unaware about the available transportation services. For those that do not use the services regularly, navigating the hours schedules and eligibility requirements for different services can be very confusing. Senior service transportation often operates during unpredictable times and schedules trips to larger urban centers, based upon events or essential medical appointments. Although scheduling trips this way meets some of the essential demand for transportation services, it creates difficulty for those planning a trip.

When some senior services plan a trip, they must have a minimum number of passengers to make the trip. For example, in Kane County, out-of town trips require at least six passengers and Garfield County requires four. Although this is justified to supplement the limited operating budget, the unpredictability of trips created by this policy greatly decreases the reliability of the service. Those with appointments must make other arrangements or have a back-up plan if the bus does not reach the critical number.

In addition to these unpredictable characteristics of these services, the eligibility requirements for using these services are often confusing and unclear. Senior service transportation is designed to firstly meet the needs of seniors, secondly people with disabilities, and lastly others in the general public. The actual eligibility for using the service varies across the region and is often unclear. For example, some services allow people with disabilities to use the service while others discourage them to. Para-transit services are designed to supplement fixed-route services and are for people that cannot due to a disability use the fixed-route services. Those with low incomes that are not seniors or do not have a disability do not have a specific transportation service available to them and must rely on others for transportation or ride public transportation in areas that it is available. A more open policy for transportation eligibility for these services would clarify questions about eligibility.

4. EXPANSION OF EXISTING PUBLIC TRANSIT SERVICES TO ADJACENT AREAS

In respect to SunTran Public Transportation, the majority of survey respondents riding SunTran busses and utilizing Dixie Care-and-Share services emphasized that expansion of routes is the most important bus improvement for the system. Many emphasized that they were unable to reach several destinations in the region due to lack of service. IN particular, residents that ride

the bus noted that they desired service to Wal-Mart, Bloomington, Washington, Hurricane, and Ivins among other regional destinations.

SunTran meets the transportation needs of many individuals in St George, providing over 450,000 trips annually. However, the system is unable to meet the transportation needs of the majority in the region because of its limited service area. Approximately, 35,000 people live within ¼ mile of a bus stop. For those 35,000 people, the bus service is only meaningful if the bus also reaches their destination. An expansion of the service area is essential to meeting the needs of the mobility-limited population of the general public. In 2012, A Dixie MPO Regional Transit Study was completed that recommends governance and funding scenarios for creating a transit service that serves the St George Region. A link to this Study can be found at <http://dixiempo.wordpress.com/2012/02/22/dixie-mpo-regional-transit-study-feb-2012/>. In general, the study recommends beginning expansion of service by formulating inter-local agreements with adjacent communities before pursuing the establishment of a regional transit district or authority. The implementation of the strategies in this study will help better meet the needs of the target population in the St George Region.

Add CATS explanation. i.e. reference Brianhead study

5. MORE DEFINED OPPORTUNITIES TO POOL RESOURCES

Although conceptually pooling resources can help reduce costs, improve efficiencies, and expand services, at this point there are very few concrete examples of coordinating transportation services or sharing rides and resources in the Region. TURN Community Services and Washington County School District have overcome insurance barriers and are working to formalize an agreement in order to coordinate transportation services. They pursued this strategy recognizing that there is a duplication of service from St George to some surrounding communities. When this project is fully implemented, this will serve as an example to the whole Region of successful coordinated transportation service. However, the next steps toward identifying opportunities for coordination are unclear. Communication at Coordinated Transportation Planning meetings may lead to identifying other opportunities to pool resources. But a more comprehensive reporting examination of the transportation system may be more effective to identify these opportunities.

6. CONNECTIONS FROM RURAL COMMUNITIES TO URBAN CENTERS

Currently, the only communities in the Region with regularly-scheduled inter-city transportation services are in Beaver, Parowan, Cedar City, and St George. Communities outside of this corridor do not have transportation access to essential services in larger cities. In particular, the communities of Kanab, Milford, Minersville, Enterprise, Panguitch, and Escalante face this isolation and have significant populations of the target population. Regularly-scheduled transportation services that connect rural communities to urban centers are needed to connect residents of these communities to medical appointments, shopping, and other destinations that are only available in larger cities.

Even within close proximity to St George and Cedar City, members of the target population are isolated from services as public transit service is only available within the two cities. Focus group participants in Hurricane expressed the need for public transportation service to St George to travel to essential medical appointments.

7. WORKFORCE TRANSPORTATION

A Department of Workforce Service representative who sits on the CHSTP Committee points out that many low income individuals cannot access job sites due to lack of transportation services. Participants of the Regional Transportation workshop also emphasized the need for workforce transportation services. Currently, many of the large employers in the region are only accessible by car and are isolated geographically. Specific examples include Wal-mart Distribution Center, Circle Four Farms, Brianhead and Eagle Point Ski Resorts, and Ruby's Inn. The majority of jobs provided at these large employers offer low to moderate wages. The high cost of owning and operating a vehicle makes it cost prohibitive for many to obtain employment at these job sites. More widespread utilization of mass transit, vanpooling, and carpooling will make jobs more accessible and allow employers to reach a more productive workforce.

8. MORE EFFECTIVE UTILIZATION OF VOLUNTEER RESOURCES

The need for specialized transportation services will likely increase dramatically, looking into the future. The dramatic increase in the senior population, projected to occur will fuel this need. Many of these individuals will need door-to-door transportation services, which are very expensive to maintain. It is unlikely that sufficient funding will be available to meet this need without volunteer resources. Even with increased fuel cost, the most expensive portion of operating a transportation service is driver wages. If implemented effectively, volunteer driver

programs can significantly reduce the cost of operating a transportation service and increase the availability of the service.

As mentioned above, friends and family help meet the need of the majority of the mobility-limited population. In general, there are many people in the region eager to volunteer for good causes. Beaver and Garfield County Councils on Aging utilize volunteer labor to operate their transportation service. In Kane County, volunteer labor supplements services of regular, paid drivers. In all instances, maintaining a volunteer driver system is difficult, due to unpredictable schedules of volunteers and efforts required to recruit drivers. Nevertheless, creative and innovative measures can be taken throughout the region to more effectively meet the community transportation needs. These include using existing resources, such as Volunteer Centers and local churches to recruit volunteers and more effectively communicating with volunteers about needed rides utilizing the internet.

9. WIDESPREAD INVOLVEMENT FROM ELECTED OFFICIALS

Involving elected officials is essential to the success of community transportation. This should be ongoing involvement, not only to ask for money. Jeff Turek, City Councilman on Washington City, serves on the CHSTP Committee and Dixie Transportation Executive Committee (DTEC). He has been appointed to be the Liaison for this committee. Providing proper information to Mr. Turek for each committee and fostering support throughout the process is needed.

Involvement of elected officials in other regions in the Five County Area is needed as well. A transit representative on the Iron County Rural Planning Organization (RPO) committees would help gain awareness and support. Communications with various County Commissioners in each of the counties is needed, as well.

STRATEGIES TO ADDRESS TRANSPORTATION NEEDS